

JOB ACTION SHEET
OFFICE BASED ISOLATION & QUARANTINE TEAM RESPONDER

Position title: Office Based Isolation & Quarantine Team Responder

Job classification code required:

Required Job Skills: Telephone survey skills

Module: Disease Containment Branch

You report to: Case & Contact Management Unit Leader

You supervise (if activated): N/A

Mission

Conduct office based monitoring of clients who are on home isolation and/or quarantine via telephone, facsimile, or other identified modalities, complete the monitoring log, and identify any support services requests to maintain isolation or quarantine.

Initial Actions

- Sign-in to Staff Roster.
- Report to and receive assignment from your supervisor.
- Put on picture ID badge and vest (if provided).
- Read entire Job Action Sheet.
- Introduce self to all staff assigned to team.
- Alert supervisor if you are unable to perform any of the duties in the Job Action Sheet. Clarify any questions or concerns with assigned supervisor prior to starting work.
- Familiarize self with the work station and resources including:
 - Physical layout of the work space (e.g. emergency exits, bathrooms).
 - If assigned, check workstation phone and computer.
 - Obtain needed office supplies (paper, pens, etc.).
 - If assigned DPH 800 MHz radio, turn on radio to assigned channel.
 - If assigned, check pager and cell phone.
- Establish and maintain a Job Action Log that chronologically describes your actions during your shift.
- Review message form instructions, if provided.

Specific Job Actions

- Receive list of referrals for office based monitoring
- Request staffing needs, if indicated
- Make telephone calls, fax or other identified modality to clients on home isolation and home quarantine to monitor disease progression, and to identify any support service needs
- Give/fax instructions regarding isolation or quarantine, hand hygiene, eating in a separate area, bathroom facility cleaning after use, handling of laundry and trash
- Log communications

- Document clients who are non-compliant and submit referral forms to Case & Contact Management Unit Leader
- Submit referral forms on clients who need field visits or facilities based monitoring to Case & Contact Management Unit Leader
- Coordinate specimens collection with the appropriate field team if indicated
- Ensure completeness of data, make photocopies and submit originals and copies to Case & Contact Management Unit Leader
- Submit referral requests to Unit Leader for Law Enforcement, Care & Shelter, Mental Health, and/or Legal assistance

Conclusion of Work Shift Actions

- Complete all required forms, reports, and other documentation and give to supervisor.
- Sign out and log the hours worked during the response
- Clean up your work area before you leave
- Leave a phone number where you can be reached.
- Brief on-coming staff at shift change on specific job position duties. Ensure that ongoing activities are identified and that follow-up requirements are known before you leave your workstation.

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